

# U.S. ENVIRONMENTAL PROTECTION AGENCY



## NATIONAL COMMUNITY INVOLVEMENT CONFERENCE/TRAINING



MAY 25-28, 1999  
CROWNE PLAZA HOTEL  
KANSAS CITY, MISSOURI

### "EPA's Role In Community Involvement"

Welcome! Thank you for your interest in the second annual National EPA Community Involvement Conference. Our goal is to provide an opportunity for community involvement practitioners, managers, and policy-makers at EPA, and partners in federal, state, tribal and local agencies, to share their knowledge and expertise.

Our conference theme this year is "EPA's Role in Community Involvement." Presentations emphasize EPA's broad scope of community involvement efforts and programs—from useful techniques and approaches to practical lessons learned in the field. You will hear three keynote presentations from experts on cultural diversity, communication and public policy. You also have an opportunity to join colleagues on three separate site tours to experience first hand the impact and benefits of EPA's public participation initiatives. The agenda also features exceptional presentations from EPA, federal, state and tribal agency representatives, as well as public participation experts and community members. "Open Time" sessions provide a unique opportunity for networking or discussing "hot" topics.

Planning for this year's conference was a collaborative effort comprised of EPA Headquarters and Regional staff. The Planning Committee was chaired by the Office of Prevention, Pesticides, and Toxic Substances and co-chaired by the Office of Emergency and Remedial Response.

The Planning Committee has worked hard over the past year to design a diverse educational program. The program aims to engage participants in a variety of learning and sharing environments with friends and colleagues. We hope this conference addresses the needs and interests of all attendees and permits an open exchange of information and ideas about community involvement and public participation.

Please take time to review this booklet, which contains everything you need to plan your conference time. It also includes information about our host city of Kansas City, Missouri. We hope you find the sessions educational and enjoy your time in Kansas City.

**Heidi Paulsen and Joe Schechter**  
Conference Chairs  
Office of Prevention, Pesticides, and  
Toxic Substances  
U.S. Environmental Protection Agency





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# All About the Conference

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The conference includes three plenary sessions with keynote speakers, 33 concurrent workshop/panel sessions, three field trips, and two open times for networking or discussing “hot” topics. The conference begins Tuesday, May 25, at 9:00 a.m. and concludes with a luncheon Thursday, May 27, from 11:45 a.m. to 1:30 p.m. Optional training sessions immediately follow the general conference. These training sessions are scheduled from 1:30 p.m., Thursday, May 27, to 12:30 p.m., Friday, May 28.

Detailed information about conference activities is found within this booklet. See pages 4-5 for the conference agenda, pages 6-7 for information on keynote presentations, and pages 8-20 for detailed session and training abstracts. Hotel and travel information may be found on pages 21-22.

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## KEYNOTE SPEAKERS

Each plenary session includes a keynote presentation. Detailed descriptions of these presentations are found on pages 6-7. Keynote presenters are:

- **The Honorable Clarence Harmon**, Mayor of St. Louis, MO, who will speak about “Collaborating with State and Federal Agencies to Meet Urban Environmental Challenges.”
- **Daniel R. Wildcat**, Haskell Indian Nations University, whose presentation focuses on “The Challenge of Involvement: Technology, Community, Culture, and Communication.”
- **Ida Wiedel**, of Personally and Professionally Speaking, plans to discuss “The Image Profile of an Effective Communicator: What’s Your PIC?”

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## Closing Plenary and Luncheon

The conference concludes with a closing plenary session and optional luncheon Thursday, May 27, from 11:45 a.m. to 1:30 p.m. During this closing session, participants will hear a keynote presentation from Ida Wiedel. The lunch is available for \$16 per person. The hotel will sell tickets for the luncheon during the first two days of the conference. Ticket sales end at noon, Wednesday, May 26. If you have not done so already, please pre-register for the closing luncheon through the online registration form ([www.emsus.com/99conference](http://www.emsus.com/99conference)) or by contacting Wendy Woodburn, with Environmental Management Support, Inc., at (301)589-5318 (email: [wwoodbur@emsus.com](mailto:wwoodbur@emsus.com)). Note that all participants may attend the closing plenary session; however, only those who purchase a luncheon ticket from the hotel will be served a meal.

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## Field Trips

## EPA Region 7

Three separate field trips are planned for participants to see first hand the results of community outreach efforts. A description of each field trip is provided in the session abstracts found on pages 8-20 of this booklet. Please pre-register for the field trips. Since space is limited, register early to ensure your participation. If space is still available, you may be able to register at the conference. The field trips are:

- **Community Involvement and Brownfields: A Kansas City Site Tour** (Wednesday, May 26, 8:30-11:45 a.m.). This tour is filled to capacity. A wait list has been established.
- **Kansas City, MO and Surrounding Communities’ Household Hazardous Waste Program Building Tour** (Wednesday, May 26, 3:00-5:00 p.m.)
- **Hillsdale Lake Community-Based Environmental Protection: An On-the-Ground Learning Experience** (Thursday, May 27, 1:30-5:30 p.m.)

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# All About the Conference

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## Optional Training Sessions

Three optional training and skills development sessions are scheduled Thursday, May 27, from 1:30 to 5:30 p.m. Two sessions continue on Friday, May 28, from 8:30 a.m. to 12:30 p.m. A description of each training session is provided on pages 19-20. You must pre-register for the training sessions. Register early as each training session has limited seating. The three training sessions are:

- Crisis Communications (8 hours)
- Media Relations (4 hours)
- Public Involvement with a Cross-Cultural Focus (8 hours)

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## Open Time Sessions

The conference includes “Open Time” sessions for participants to discuss “hot” topics. The scheduled Open Time sessions do not conflict with other conference sessions. Topics for Open Time discussions will be determined during the plenary sessions on Tuesday, May 26 and Wednesday, May 27. During those plenary sessions, you may propose a discussion topic of interest or importance to you and ask others to join you to talk about the issue. Be prepared to explain the scope of the topic and to work with conference organizers to locate meeting space during scheduled Open Times. You will serve as “host” for the discussion. During your meeting, the group can determine the best way to structure the time and discussion. The meeting location and time for each Open Time discussion topic presented in the plenary sessions will be posted at the conference registration desk.

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## Poster Session

A large room has been reserved for the display of posters and exhibits. Space is available on a first-come, first-served basis. If you would like to reserve space to display an exhibit or poster, please contact Wendy Woodburn at (301)589-5318 (email: [wwoodbur@emsus.com](mailto:wwoodbur@emsus.com)). The deadline for reserving space is Friday, May 14, 1999.

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## Networking and Social Activities

On the evening of Tuesday, May 25, EPA Region 7's Office of External Programs is hosting a cash bar reception from 5:30 to 6:30 p.m. in the hotel. On Wednesday evening, May 26, a group social activity is planned at 5:30 p.m. at “210 at Fedora,” a local restaurant. Lite dinner fare will be offered for \$15 per person. Reservations are required by May 20, to Diane Huffman, EPA Region 7, at (913)551-7544 or by email at [huffman.diane@epa.gov](mailto:huffman.diane@epa.gov). Conference participants with reservations may pay for tickets at the conference registration desk.

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## Contact Information

Should you have questions about the agenda or other conference activities, please contact either Heidi Paulsen (email: [paulsen.heidi@epa.gov](mailto:paulsen.heidi@epa.gov)), with the U.S. Environmental Protection Agency, at (703)305-5251; or Tom Heim (email: [theim@emsus.com](mailto:theim@emsus.com)) or Wendy Woodburn (email: [wwoodbur@emsus.com](mailto:wwoodbur@emsus.com)), with Environmental Management Support, Inc. at (301)589-5318.

## Tuesday, May 25

8:00		Conference Registration			
9:00	Plenary Session: • Welcome • Keynote Presentation • Organize Open Time				
10:45					
11:00	Community-Based Solutions to Community-Defined Problems	EPA/Cooperative Extension Partnership to Support Community-Based Education	Gauging the Effectiveness of Agency Public Involvement from the View of Citizen Advisory Boards	The Sustainable Community Redevelopment Process	Facilitating Effective Community Meetings
12:30			Lunch		
1:30	Building Bridges Over the River Fox: Strategies for Managing Complex Intergovernmental Partnerships	Cleaning Up the Neighborhood: Community-Based Strategies to Prevent Illegal Dumping	The Tale of Two Cities: Two Approaches to Urban Community Engagement	Development of a Community Team Approach to Address the Issue of Childhood Asthma in Toppenish, Washington-A Pilot Project	Overcoming Sins of the Past: A TOSC Solution for Mitigating a Legacy of Poor Community Involvement, and Other Benefits of Third Party Outreach
2:30			Open Time		
3:30	Working with Local Health Officials: Addressing Community Health Concerns at Hazardous Waste Sites	Environmental Excellence Business Network	Building Capacity in Communities through a USDA-EPA Partnership	Lessons Learned About Meaningful Community Involvement	Village-Based Solutions to Rural Sanitation Challenges in Alaska
5:00					
5:30	Social Hour-Hosted by EPA Region 7 Office of External Programs (cash bar)				

## Wednesday, May 26

8:30	Catron County, New Mexico: Community Involvement in Environmental Dispute Resolution and Sustainable Development	From Piecemeal to Cohesion: A Bottom-Up Approach to Improving the Environment and Public Health in Providence, RI	Community Cultural Profile: Understanding a Community's Sense of Place	Four Core Techniques: Social Profile, Responsive Publication, Open House, and Planning Workshop	<b>Field Trip</b> Community Involvement and Brownfields: A Kansas City Site Tour	
11:45			<b>Lunch</b>			
1:00			Plenary Session: • Keynote Presentation			
2:00			<b>Open Time</b>			
3:00	The National Estuary Program: A Model for Community Involvement in Environmental Protection	Technical Assistance: Knowledge is Power	HELP! Knowing When and How to Obtain and Use Outside Facilitators or Mediators in Your Community Involvement Effort	Providing Better Service: Hearing from Community Partners	Write It Easy-to-Read	<b>Field Trip</b> Kansas City, MO, & Surrounding Communities' Household Hazardous Waste Program/ Building Tour
5:00						
5:30			<b>Evening Activity</b>			

## Thursday, May 27

8:30	Innovative Approaches for Engaging Critical Audiences in Local Drinking Water Protection Programs	Working with the Union Hills Community Group to Determine Health Problems Associated with this Arizona Neighborhood	Psychosocial Stress in Communities Affected by Hazardous Wastes and How to Deal with It	Partnering for Sustainable Communities: Sharing Our Experiences	Three Rural Watersheds: Tailoring Three Unique Community Involvement Strategies
10:00					
10:15	Master Watershed Steward Program	Sustainability: Reaching the Vision Through Community Involvement	Columbia Plateau Ag Initiative and the Wilke Farm: Changing the Face of Farming	Engaging the Enraged: Citizen Participation Redeemed	“Community Assessment” Workshop Series
11:45	Plenary Session: • Luncheon (\$16.00 per person) • Closing Keynote Presentation • Closing Activities				
	Optional Training/Field Trip				
1:30	Public Involvement with a Cross-Cultural Focus <i>Part I</i>	Crisis Communications <i>Part I</i>	Media Relations Training	<i>Field Trip</i> Hillsdale Lake CBEP: An On-the-Ground Learning Experience	
5:30					

## Friday, May 28

8:30	Public Involvement with a Cross-Cultural Focus <i>Part II</i>	Crisis Communications <i>Part II</i>
12:30		

# CONFERENCE Agenda





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## KEYNOTE PRESENTATIONS

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**TUESDAY, MAY 25, 9:00 A.M.**

THE HONORABLE CLARENCE HARMON, MAYOR OF ST. LOUIS

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### **“COLLABORATING WITH STATE AND FEDERAL AGENCIES TO MEET URBAN ENVIRONMENTAL CHALLENGES”**

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Mayor Clarence Harmon will discuss collaboration between St. Louis, EPA and state agencies in meeting urban environmental challenges. Since Mayor Harmon took office two years ago, his administration has worked with the EPA on a number of successful, cooperative initiatives important to his mission to revitalize the city. Mayor Harmon will describe how collaboration benefitted specific projects important to his goals for neighborhood revitalization and economic development as well as meeting environmental standards.

Mayor Harmon became St. Louis' second African-American Mayor on April 15, 1997. Prior to being elected Mayor, Harmon was Director of Business Development for United Van Lines. He also served as director of United's Market Research and Analysis Department. He joined United Van Lines, Inc., in December 1995, following a 26-year career with the St. Louis Metropolitan Police Department, including four years as Chief of Police. During his career with the St. Louis Police Department, he was instrumental in developing and implementing a variety of innovative programs focusing on community involvement in supporting law enforcement, including the highly successful “Do The Right Thing” program.

Mayor Harmon holds a Master of Arts degree in Criminal Justice Administration and Public Administration from Webster University and a Bachelor of Science from Northeast Missouri State University. He has been a Danforth Foundation fellow to the John F. Kennedy School of Government at Harvard University.

Mayor Harmon is married to Janet Kelley Harmon and is the father of four children. He and his family reside in St. Louis.

**WEDNESDAY, MAY 27, 1:00 P.M.**

DANIEL R. WILDCAT, HASKELL INDIAN NATIONS UNIVERSITY

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### **“THE CHALLENGE OF INVOLVEMENT: TECHNOLOGY, COMMUNITY, CULTURE, AND COMMUNICATION”**

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This presentation will focus on an American Indian model of community involvement: a model that suggests technology, community, culture, and communication must be integrated for successful community involvement to occur. As we enter the 21<sup>st</sup> century, we must examine the ways in which technology is shaped by human beings and the ways in which, in turn, our living environments are shaped by technologies. The challenge for community involvement is to acknowledge the ways in which technology, community, culture, and communication are inextricably connected in human societies. Community participation, in solving a whole range of problems faced today, requires a model of consciously integrating elements of our daily lives that are often falsely opposed to each other, (for example, technology versus community, culture versus communication, etc.) The American Indian model of community involvement successfully integrates these opposing elements.

Mr. Wildcat currently is with Haskell Indian Nations University. In 1996, Wildcat helped plan and organize the American Indian Educational Program to celebrate and coincide with the 25<sup>th</sup> anniversary of Earth Day. As a part of the program, Mr. Wildcat moderated a live nationally broadcast dialogue between traditional American Indian elders and American Indian scientists and engineers about the way we must live if we are to ensure that our children will inherit a healthy planet.

In addition to his teaching, lecturing, and administrative responsibilities, Mr. Wildcat's involvement with the Center has revolved around grant writing and activities associated with the goals stated above. He helped plan and design a four-part video series titled "All Things Are Connected: The Circles of Life" (1997), which dealt with land, air, water, and biological issues related to environmental science and policy issues developing tribes—Indian Nations—are facing. Two programs of the series were broadcast live from the Haskell campus and down-linked to tribal colleges across the United States.

All of these activities have given Mr. Wildcat the opportunity to work directly with tribal governments, elders and communities.

**Thursday, May 27, 11:45 A.M. (LUNCHEON)**

Ida Wiedel, PERSONALLY AND PROFESSIONALLY SPEAKING

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### **"THE IMAGE PROFILE OF AN EFFECTIVE COMMUNICATOR: WHAT'S YOUR PIC?"**

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Ms. Wiedel will explain the image profile of an effective communicator and describe how it can be used as a model to improve communication skills. Ms. Wiedel will show how participants can identify their PIC (assess their "Image Profile" as an effective communicator) and provide tips for enhancing various skills to be an effective communicator. This presentation concludes with suggestions as to how participants can apply these skills to enhance their personal and professional lives.

Coaching communication is Ms. Wiedel's PROFESSION. Meeting and chatting with people from many cultures, ages, and lifestyles is her PASSION. Helping people communicate effectively, enjoyably, and comfortably is her MISSION.

Ms. Wiedel has coached executives, attorneys, ministers, educators, sales persons, broadcasters, athletes, and others in the art and skills of communication for 20 years. She has been featured on television, radio, and in print as an expert in formal and informal public speaking, voice diction, accent reduction, the art of chit-chatting, grammar/writing and interpersonal communication.





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## TUESDAY, MAY 25

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**9:00 - 10:45 AM,**

**PLENARY SESSION**

### WELCOME

**KEYNOTE:** Collaborating with State and Federal Agencies To Meet Urban Environmental Challenges," The Honorable Clarence Harmon, Mayor of St. Louis

### OPEN TIMES TOPIC REVIEW

**11:00 AM - 12:30 PM**

**CONCURRENT SESSIONS**

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#### **COMMUNITY-BASED SOLUTIONS TO COMMUNITY-DEFINED PROBLEMS**

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**Presenters:** Connie Ruth, U.S. EPA, Office of Mobile Sources; William Smith, Academy for Educational Development; Michael Kronthal, U.S. EPA, Office of Water; and local children from Let Kids Lead

Community involvement is a critical tool in EPA's efforts to increase public awareness of air quality, the impact of mobile sources, and choices individuals can make in their own lives to improve air quality. This session will bring together a panel of experts and community youth who are implementing a community-based pilot program in Kansas City. The pilot program is driven by community and youth involvement and seeks to create a replicable and sustainable program for involving youth and families in reducing the growth of vehicle miles traveled. Panelists will discuss the underlying premise of the program, the techniques used to involve community youth and city leaders, and lessons learned.

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#### **EPA/COOPERATIVE EXTENSION PARTNERSHIP TO SUPPORT COMMUNITY-BASED EDUCATION**

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**Presenters:** Elaine Andrews, University of Wisconsin - Cooperative Extension; and Drew Burnett, U.S. EPA, Office of Environmental Education

Gain the skills needed to improve facilitation of community-based education. This workshop provides tools to analyze the effectiveness of a community education strategy. Practical tips result from a 1997-98 study to investigate ways to strengthen the partnership among USDA Cooperative Extension, EPA, and the community. New resources show how to use the partnership to support a local decision-making process and to more effectively plan and deliver locally relevant environmental education for all audiences. Resources describe how to design effective community education programs, how to ensure that communities have access to the information they need and know how to use it, and how to improve links between EPA and Cooperative Extension.

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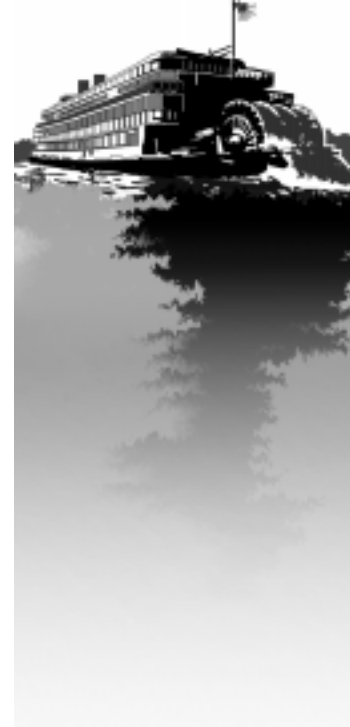
#### **GAUGING THE EFFECTIVENESS OF AGENCY PUBLIC INVOLVEMENT FROM CITIZEN ADVISORY BOARDS**

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**Presenters:** Fred A. Butterfield III, U.S. DOE, Office of the Assistant Secretary for Environmental Management; Hattie Thomas, U.S. EPA Region 7; and Shawn Grindstatt, Mineral Area College

EPA, DOD, and DOE solicit community-member input to environmental decision-making by means of citizen advisory boards. This presentation will consist of a panel of three Federal employees (one from each agency) paired with three members from their associated citizen advisory boards to address, in an interactive manner with members of the audience, two broad questions: How do Agencies integrate public input obtained through citizen advisory boards into their environmental decisions—and how effective is this judged to be by advisory board members; and what are some of the key indicators that the Agency uses to assess the effectiveness of its citizen advisory boards and other public involvement activities.





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## **THE SUSTAINABLE COMMUNITY REDEVELOPMENT PROCESS**

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**Presenters:** Michael B. Taylor, Vita Nuova; Paul Radcliffe, Electric Power Research Institute; and Vernice Miller, Natural Resource Defense Council

Redeveloping environmentally-impacted properties poses special challenges to all stakeholders. This session will present a new model for redeveloping these properties sustainably. Questions to be answered include: How to involve the community meaningfully in both the cleanup and redevelopment, what sustainable factors should be included, and how to be sure that efforts support the successful redevelopment of the project. The workshop will include: information on the new ASTM Standard for Sustainable Brownfields Redevelopment, the environmental design charrette process, and the EPRI SmartPlaces Model. The SmartPlaces model will be showcased demonstrating interactive land use scenarios while integrating planning and management for energy, communications, transportation, water, wastewater, and solid waste.

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## **FACILITATING EFFECTIVE COMMUNITY MEETINGS**

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**Presenters:** Catherine A. McKinney and Perstephanie M. Thompson, Agency for Toxic Substances and Disease Registry

How a meeting is conducted can and will have an impact on public participation in the community involvement process. This workshop will discuss four necessary steps to having an efficient and effective meeting — planning, logistics, facilitating, and follow-up. This workshop is designed for community involvement and public participation practitioners responsible for conducting and facilitating community meetings (for example, community assistance panel meetings, public availability sessions, and community planning meetings) and agency and multi-agency meetings. To emphasize developing partnerships with communities and tribal governments, this session will focus on facilitating community meetings. Workshop participants will role-play a hypothetical case to gain practical experience in facilitating community meetings.

**1:30 - 2:30 PM**

**CONCURRENT SESSIONS**

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## **BUILDING BRIDGES OVER THE RIVER FOX: STRATEGIES FOR MANAGING COMPLEX INTERGOVERNMENTAL PARTNERSHIPS**

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**Presenters:** Bri Bill and Mick Hans, U.S. EPA Region 5

EPA's efforts to accelerate cleanup of PCB contamination along Wisconsin's Lower Fox River has led to a partnership of six state, federal, and tribal governments seeking comprehensive settlement with a Potentially Responsible Party (PRP) group of paper mills. The six entities, while unified on some issues, are far apart on others. As a result—through trial and error—a unique communications infrastructure has emerged for working together on certain issues, and independently on others. Due to similarities between the Fox and some other high-profile PCB sediment sites, the Fox effort has also fostered enhanced coordination among three EPA Regional offices and headquarters.

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## **CLEANING UP THE NEIGHBORHOOD: COMMUNITY-BASED STRATEGIES TO PREVENT ILLEGAL DUMPING**

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**Presenter:** Paul Ruesch, U.S. EPA Region 5

EPA's Illegal Dumping Prevention Project will be presented, with a focus on the approach and strategy used to assess the problem, convene stakeholders, and develop collaborative community-based projects in five urban geographic initiative areas (Chicago, Detroit, East St. Louis, Gary, and



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## TUESday, MAY 25

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**1:30 - 2:30 pm**

**CONCURRENT SESSIONS**

Cleveland) and six rural Indian reservations. Two or three of these areas will be discussed in case-study format to demonstrate the key components and challenges of the Region 5 approach and strategy. Questions and answers will conclude the session.

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### **THE TALE OF TWO CITIES: TWO APPROACHES TO URBAN COMMUNITY ENGAGEMENT**

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**Presenters:** Kerry Herndon, Stacy McVicker, Kathleen Fenton, and David Doyle, U.S. EPA Region 7

EPA Region 7 has initiated Community-Based Environmental Protection programs in two mid-western urban communities: St. Louis and Omaha. Because of differing community dynamics, two unique approaches to public engagement were developed and implemented. This session will compare and contrast “The Listening Tour” in St. Louis and “Targeted Network Meetings” in Omaha as models for others to consider. The presenters will also describe their approach to increasing citizen interest in environmental issues; ongoing stakeholder engagement processes for specific environmental projects (including EPA programs); methods for encouraging “citizen democracy,” and how they have learned in both communities, “when you’re down, you’re not necessarily OUT!”

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### **DEVELOPMENT OF A COMMUNITY TEAM APPROACH TO ADDRESS THE ISSUE OF CHILDHOOD ASTHMA IN TOPPENISH, WASHINGTON—A PILOT PROJECT**

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**Presenters:** Dan Robison, U.S. EPA Region 10; Jim Gallagher, Yakima Valley Farm Workers Clinic; and Ed Chu, U.S. EPA, Office of Children’s Health Protection

Toppenish, WA, is the Region 10 pilot community under the new Child Health Champion Community Program. Toppenish is a small, low-income, predominantly Hispanic and Native American community located on the Yakima Indian Nation Reservation. A “Community Team” selected childhood asthma as the environmental risk issue to address and the non-profit Yakima Farm Workers Clinic as the lead entity. This session will discuss team-building issues that surfaced in the formation of the Community Team and how they were addressed, how diversity in team composition is vital in developing a broad-based action plan that the whole community can embrace, and the importance of developing a team that will function beyond EPA funding.

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### **OVERCOMING SINS OF THE PAST: A TOSC SOLUTION FOR MITIGATING A LEGACY OF POOR COMMUNITY INVOLVEMENT AND OTHER BENEFITS OF THIRD-PARTY OUTREACH**

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**Presenters:** Christopher Blakeman and Michael Fernandez, Western Region Hazardous Substance Research Center, Oregon State University

The Western Region Technical Outreach Services for Communities (TOSC) program facilitates ongoing community involvement. One component of this program concerns a widespread hazardous materials release at the Oregon State Penitentiary, Salem, OR. Contaminants were mixed with ground water and the plume has migrated off-site to neighboring residential areas. The agencies historically involved chose to address this matter with little or no public involvement, resulting in distrust and anger within the community. This descriptive and interactive presentation will elucidate TOSC’s community-involvement efforts in the facilitation of cleanup plans and the unique benefits of third-party involvement.

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# Tuesday, May 25

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**3:30 - 5:00 pm**

**CONCURRENT SESSIONS**

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## **Working with Local Health Officials: Addressing Community Health Concerns at Hazardous Waste Sites**

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**Presenter:** Karen Roof, National Association of County and City Health Officials (NACCHO)

Local health officials are often the primary contact for concerned citizens. These officials must therefore be informed and capable of addressing health related community concerns and questions. EPA and the state need to be able to rely on and partner with local health officials providing assistance to the community. The greater the role of local health departments, the better a resource and partner they can be. NACCHO and the Agency for Toxic Substances and Disease Registry have designed a needs-assessment approach to community education. This session will provide a description of local health departments, the needs-assessment tool, and why it is so useful.

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## **Environmental Excellence Business Network**

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**Presenter:** Stacia Stelk, Bridging the Gap

Community sustainability efforts recognize the importance of including the business sector as an integral part of the effort. Businesses make many decisions that result in both environmental problems and environmental solutions. Bridging the Gap has created a network of environmentally oriented business leaders who foster the development of that orientation in new businesses. The project brings new businesses into direct contact with respected approaches for natural resource conservation, and provides excellent hands-on examples of conservation and pollution prevention actions in the workplace. This workshop session will teach other communities how to implement an Environmental Excellence Business Network by identifying key partners in communities to facilitate the establishment of business networks.

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## **Building Capacity in Communities through a USDA-EPA Partnership**

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**Presenters:** Claudia Walters, U.S. EPA, Office of Research and Development; Drew Burnett, U.S. EPA, Office of Environmental Education; Elaine Andrews and Chet Arnold CSREES; and Chuck Krueger, U.S. Department of Agriculture

Communities are assuming greater roles in identifying problems, setting priorities, and devising solutions to environmental problems. However, community members frequently do not have the time or ability to surf the Internet, do not know who has the information, or even know what kind of information to ask for. This presentation will explore utilizing the extensive infrastructure of the USDA "extension network" to translate and apply information for specific local environmental management decisions. The USDA "extension network" brings forth manpower from the county and local level to Land-Grant universities. The extension agents are known by the community and have the technical ability to understand and interpret information for the local community.

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## **Lessons Learned About Meaningful Community Involvement**

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**Presenters:** Bruce Engelbert, U.S. EPA, Office of Emergency and Remedial Response; Andy Bain, U.S. EPA Region 9; Cynthia Babich, Del Amo Action Committee; and Jane Saks, EG&G

Learn from successful efforts to get community members involved at Superfund sites. With the help of the community involvement coordinator and a community member from a site, the presenters will have a dialogue with the audience about how to achieve meaningful public participation.





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## TUESDAY, MAY 25

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**3:30 - 5:00 pm**

**CONCURRENT SESSIONS**

The session will:

- encourage reflection on creative ways of promoting community involvement;
- promote sharing of ideas and experiences among participants; and
- convey actual lessons learned about how to make community involvement effective.

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### **Village-Based Solutions to Rural Sanitation Challenges in Alaska**

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**Presenters:** Nina R. Miller, Alaska Native Health Board; and Joe Sarcone, U.S. EPA Region 10

Approximately 45% of Alaska Native rural households do not have piped water and sewer services. The Alaska Native Health Board, with funding from EPA, initiated the Rural Sanitation Facilities Operation and Maintenance Demonstration Project. The purpose is to identify ways to assist villages in meeting their management, operation, and maintenance needs. Administered by an Alaska Native organization, this project provides small grants for sustainable, village-based solutions to difficult rural sanitation challenges using a rural development approach. The lessons learned from this demonstration project have application for understanding and working effectively with all communities. The approach is inclusive, participatory, flexible, and complimentary of existing programs.

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## Wednesday, May 26

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**8:30 - 11:45 AM**

**CONCURRENT SESSIONS**

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### **Catron County, New Mexico: Community Involvement in Environmental Dispute Resolution and Sustainable Development**

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**Presenters:** Melinda Smith, Public Decision Network; Mike Gardner, U.S. Forest Service; Elena Gellert, Catron County Citizens Group; and Adam Polley, Catron County Manager

Since 1995, a group of citizens in Catron County, NM, representing diverse views on issues of natural resource management, have been working together to find common ground and to build a sustainable future for this vast county, of which over 75% is federal land. Members of the Catron County Citizens Group will tell the story of their successes and challenges to negotiate projects that both protect the environment and provide economic benefits for residents. Part of a documentary film on the group will be shown and skills exercises will be conducted related to stakeholder involvement, negotiation processes, and community capacity-building.

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### **From Piecemeal to Cohesion: A Bottom-Up Approach to Improving the Environment and Public Health in Providence, Rhode Island**

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**Presenters:** Lois K. Adams and Kristi N. Rea, U.S. EPA Region 1; Mayor Vincent A. Cianci, Jr., Mayor of Providence; and Roberta Hazen Aaronson, Childhood Lead Action Project

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Join us for a CASH  
BAR RECEPTION ON  
TUESDAY AFTERNOON  
HOSTED BY REGION 7's  
Office of External  
Programs.

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RECEPTION TIME  
5:30-6:30

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# Wednesday, May 26

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**8:30 - 11:45 AM**

**CONCURRENT SESSIONS**

Learn about successful projects that are improving the quality of the environment and public health in Providence. This presentation will demonstrate capacity-building; restoration and revitalization of the environment and improved public health; and the creation of a sustainable infrastructure which will ensure livable urban communities for Providence residents. The projects highlighted illustrate the implementation of the Urban Environment Initiative Community Development Pyramid which is a model that uses a bottom-up, five-phase approach to addressing urban environmental and public health problems.

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## **Community Cultural Profiling: Understanding A Community's Sense of Place**

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**Presenters:** Theresa Trainor and Michael Kronthal, U.S. EPA, Office of Water

Community Cultural Profiling is a process and a set of tools that can help community involvement practitioners illuminate a community's social and cultural landscape. The profiling process and profiling tools are designed to assess the diverse values, beliefs, attitudes, and behaviors of community members regarding community and environmental issues. This assessment can help design effective community involvement strategies by making them meaningful to a community's local realities. Using presentations and small group exercises, this session will introduce participants to the overall profiling process and will train participants to use assorted profiling tools. Participants will also learn how to involve the community in the process.

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## **Four Core Techniques: Social Profile, Responsive Publication, Open House, and Planning Workshop**

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**Presenter:** Desmond M. Connor, Connor Development Services Ltd.

Many managers work with an inadequate tool kit. Expand yours with these techniques:

- Social Profile—a strategic summary of the nature and structure of a community—an essential social database on which to plan and manage a program.
- Responsive Publication—reaches the skeptics, stimulates replies, and prepares for open houses.
- Open House—generates more light and less heat than traditional public meetings—features staff training, preview for politicians, exit checklist, and media feedback.
- Planning Workshop—taps the insights and commitment of a mix of interest-group leaders to resolve issues about a proposal.

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## **Community Involvement and Brownfields: A Kansas City Site Tour**

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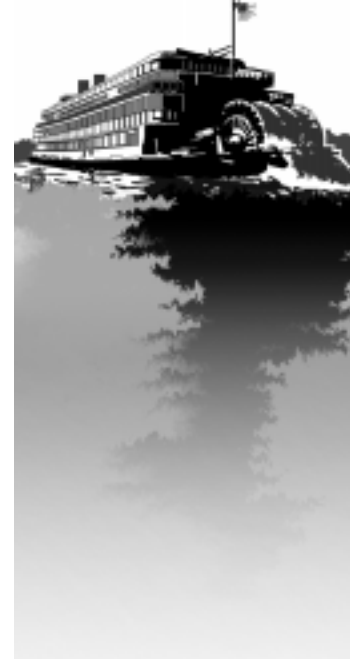
**Presenter:** Lisa Haugen and Debi Morey, U.S. EPA Region 7

The Kansas City, MO/Kansas City, KS Central Industrial District has been designated a Brownfields Showcase Community by EPA. As such, a comprehensive redevelopment initiative is taking place in a multi-cultural, mixed-use neighborhood along the Kansas River. This session will provide participants the opportunity to tour, via bus, several neighborhood and industrial brownfields sites. At each stop, a member of the community and/or industry, along with a representative from the EPA Region 7 Brownfields Team, will discuss site particulars, the significance of the site to the community, and the extent of community involvement in its redevelopment.

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CONTACTING Wendy  
Woodburn  
([WWOODBUR@EMSUS.COM](mailto:WWOODBUR@EMSUS.COM))  
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## Wednesday, May 26

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**1:00 - 2:00 pm,**

**PLenary Session**

**KEYNOTE:** "The Challenge of Involvement, Technology, Community, Culture, and Communications," Daniel R. Wildcat, Haskell Indian Nations University

**Open Times Topic Review**

**3:00 - 5:00 pm**

**CONCURRENT Sessions**

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### **The National Estuary Program: A Model for Community Involvement in Environmental Protection**

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**Presenters:** Theresa Trainor, U.S. EPA, Office of Water, Oceans, and Watersheds; Timothy Ransom, Puget Sound Estuary Program; Joe Payne, Casco Bay keeper; Chris Hathaway, Lower Columbia River Estuary Program; Joe Strange, Mobile Bay Estuary Program; and Steve Cochrane, San Francisco Bay National Estuary Project

This session will focus on community involvement in developing and implementing the Comprehensive Conservation and Management Plan (CCMP) for three National Estuary Programs (NEP). Each CCMP addresses a wide range of environmental issues from local growth management to public health to habitat restoration. Stakeholder involvement is at the core of this program. To date, 18 programs have begun to implement their CCMPs with the rest scheduled to start by January 2000. The participants on this panel will discuss mechanisms used to involve stakeholders in the NEP, the strengths of the NEP community involvement efforts, and examples of how stakeholders have participated in developing and implementing CCMPs.

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### **Technical Assistance: Knowledge is Power**

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**Presenters:** Lois Gartner, Dottie Pipkin, Allen Maples, and Helen DuTeau, U.S. EPA, Office of Emergency and Remedial Response; and Shawn Grindstatt, Mineral Area College

Several different kinds of technical assistance are available to communities affected by Superfund, Brownfields, and RCRA sites. This session uses EPA and community members' expertise to provide participants with basic programmatic information about DOD's Technical Assistance for Public Participation (TAPP) and EPA's Community Advisory Group (CAG), Technical Assistance Grant (TAG), and Technical Outreach Services for Communities (TOSC) programs. Program basics to be covered include eligibility requirements, application processes, and ways in which technical assistance can be used by communities. Actual experiences with these different technical assistance programs will be provided by community members.

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### **HELP!??? Knowing When and How to Obtain and Use Outside Facilitators or Mediators in Your Community Involvement Effort**

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**Presenter:** Deborah Dalton, U.S. EPA, Office of Policy

Analyze your community involvement projects to determine whether, when, and how to use professional facilitators or mediators. This session will cover:

- Determining the need for a professional facilitator or mediator and gauging the best time to bring in a professional facilitator/mediator

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Join us for a group social activity on Wednesday evening at 5:30pm. RSVP required by May 20, to Diane Huffman (huffman.diane@epa.gov) at (913)551-7544. \$15 Tickets available at conference registration desk.

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# Wednesday, May 26

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**3:00 - 5:00 pm**

**CONCURRENT SESSIONS**

- Understanding the knowledge, skills, abilities, and background the facilitator/mediator needs in order to be effective
- Identifying and choosing an appropriate facilitator/mediator and identifying the mechanisms or contracting vehicles to use to contract for a facilitator/mediator
- Constructing a clear statement of work that does not unduly limit the project
- Working with a facilitator/mediator without compromising neutrality or confusing roles
- Evaluating the work of the facilitator/mediator

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## **Providing BETTER SERVICE: HEARING FROM COMMUNITY PARTNERS**

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**Community Participants:** Bill Allen, Environmental Office, Kickapoo Tribe; Wes Martel, Win River Reservation; Michael Nelson, Wesley House Association; Marvin Robinson, Quindaro Ruins/Underground Railroad Exercise

**Facilitator:** Carolyn Perroni, Environmental Management Support

Some of our best teachers are those we seek to serve. This session is an opportunity for you to hear from and talk to four separate community members. These community members have a direct stake in many of our actions, represent different interests and have worked with a variety of EPA programs. Together we will hear and learn, from a community perspective, how our programs have helped and where we can improve. Discussions will cover a range of issues specific to EPA programs such as Superfund, Brownfields, Environmental Justice, and Tribal and Community-Based Environmental Protection. You will leave this session with a better understanding of how to reach out to our communities to make meaningful and realistic changes.

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## **Write It Easy-to-Read**

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**Presenter:** Loretta Simpson Bush, Agency for Toxic Substances and Disease Registry

Community involvement and public participation practitioners are sometimes responsible for presenting scientific and technical information to communities. We often do this through printed materials—brochures, pamphlets, booklets, and fact sheets. Surveys show that nearly half of American adults read at basic levels, and that one in five reads below a fifth-grade level. Even skilled readers are turning less and less to written materials for information, relying instead on quick information they get on television, radio, and the Internet. Therefore, if we want our printed materials to be used, we must make them easy to read and attractive to the audiences we wish to reach.

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## **Field Trip—Kansas City and Surrounding Communities' Household Hazardous Waste Program/Building Tour**

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**Presenters:** Bill Lewry, KCMO Regional Household Hazardous Waste Center; and Kathleen Fenton, U.S. EPA Region 7

Learn about the recycling and reuse programs offered by this facility to the local metropolitan and rural areas. The presentation will consist of a 20-minute bus ride to the Household Hazardous Waste facility and a detailed tour by the facility manager focusing on how the center was created, how it is funded, who its partners are, who works at the facility, what products are recycled and where they end up. You also will learn process details regarding how the center learns from and works with their communities to create a more efficient and customer-oriented center.



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# Thursday, May 27

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**8:30 - 10:00 AM**

**CONCURRENT SESSIONS**

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## **INNOVATIVE APPROACHES FOR ENGAGING CRITICAL AUDIENCES IN LOCAL DRINKING WATER PROTECTION PROGRAMS**

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**Presenters:** Lisa Kahn and Jori Copeland, U.S. EPA, Office of Ground Water and Drinking Water; Hamilton Brown, National Center for Small Communities; Susan Seacrest, The Groundwater Foundation; and Paul Schwartz, Clean Water Fund

EPA's cooperative relationships with its partner organizations are vital in increasing protection of local drinking-water supplies. In this session, three non-profit panel experts will describe their work, funded by EPA cooperative agreements, to inform and engage their members and constituents across the country in local drinking water protection activities. The audiences for these groups include local officials, community organizations and activists, environmental/conservation organizations, and vulnerable populations. Panelists will describe techniques to reach and involve their audiences, the local involvement activities they support, how they provide critical technical support, and how they train their members to become involved in important decision-making.

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## **WORKING WITH THE UNION HILLS COMMUNITY GROUP TO DETERMINE HEALTH PROBLEMS ASSOCIATED WITH THIS ARIZONA NEIGHBORHOOD**

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**Presenters:** Michael Fernandez and Alexandra Degher, Western Region Hazardous Substance Research Center, Oregon State University

Residents of the Union Hills neighborhood were reporting health problems to the Arizona government for years. However, a risk assessment failed to identify the source of residents' reported symptoms, and the government closed the case due to lack of scientific proof. Residents felt they were still suffering from adverse health effects, so they requested aid from the Technical Outreach Services for Communities (TOSC) Center in July 1997. TOSC reevaluated the risk assessment and administered a health survey to the residents to determine if there were any patterns in reported health symptoms. This presentation briefly describes the case background, risk assessment, health survey, and resulting TOSC follow-up actions.

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## **PSYCHOSOCIAL STRESS IN COMMUNITIES AFFECTED BY HAZARDOUS WASTES AND HOW TO DEAL WITH IT**

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**Presenters:** Pamela Tucker, Agency for Toxic Substances and Disease Registry; Pat Seppi, U.S. EPA Region 2; and Jan Shubert, U.S. EPA, Office of Emergency and Remedial Response

The scientific literature and personal experiences suggest that living near hazardous waste sites can cause increased levels of psychosocial stress and other symptoms in individuals and families. Addressing this stress is both important and complex for the government staff members who work with the citizens at these sites. This session will use lecture and interactive discussion to examine methods of assessing community concerns and stress levels—and options for responding to them. It will present illustrative case studies based on experiences at hazardous waste sites, and describe a new pilot project to address chronic stress in long-term hazardous waste communities.



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# THURSDAY, MAY 27

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**8:30 - 10:00 AM**

**CONCURRENT SESSIONS**

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## **PARTNERING FOR SUSTAINABLE COMMUNITIES—SHARING OUR EXPERIENCES**

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**Presenters:** Mary Nelson, Bethel New Life, Inc.; and Norm Peterson, Argonne National Laboratory

Bethel New Life, a west-side Chicago community development corporation with a national reputation for cutting-edge initiatives, has partnered with Argonne National Laboratory for technology transfer for a healthier, sustainable community. The workshop will share the five years of experience in developing initiatives that turn the environmental problems of its brownfield industrial/residential community into opportunities for jobs and development. This shift from problems to opportunities came about through the industrial triage initiative, environmental careers program, small business development, creating community jobs, community investment, an environmentally clean community, and energy-efficient housing. The presenters will share lessons learned and give a demonstration of the industrial triage virtual tool.

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## **THREE RURAL WATERSHEDS: TAILORING THREE UNIQUE COMMUNITY INVOLVEMENT STRATEGIES**

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**Presenters:** Robert Fenemore, Greg McCabe, Joe Cothorn, and Kathleen Fenton, U.S. EPA Region 7

Learn about the processes and tools used to obtain the views and values of a large, rural, low-population, agricultural-dominated watershed “community.” This session will consist of three separate presentations of Community-Based Environmental Protection watershed projects in Region 7. The three project leaders will give a brief overview of the work and the process chosen including tools used, external partners engaged, and projects accomplished. After the presentations, a facilitated question-and-answer session will highlight the similarities and differences of the three projects. The session will emphasize the successes and lessons learned from each project and the importance of tailoring a process to the specific community.

**10:15 - 11:45 AM**

**CONCURRENT SESSIONS**

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## **MASTER WATERSHED STEWARD PROGRAM**

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**Presenter:** Lana Thomas Cruse, Washington State University Cooperative Extension

The Master Watershed Steward Program trains community members to educate others to become involved in local watershed issues. The program promotes critical thinking by providing factual information from diverse perspectives; builds understanding of the complexity of watershed issues; develops local interest in the watershed; builds partnerships in the community for solving problems; and identifies and prepares for Master Watershed Steward projects. A nine-member team representing Washington State University, state agencies, Yakima Indian Nation, and local citizens designed the Master Watershed Steward Program. Participants receive 46 hours of training in all aspects of the watershed, and then commit to 50 hours of volunteer time in the community educating others and/or completing projects.

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## **SUSTAINABILITY: REACHING THE VISION THROUGH COMMUNITY INVOLVEMENT**

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**Presenter:** Ron Thomas, Sustainable Racine, Inc.

Sustainable Racine applied methods moving from involvement to visioning to action with a “multi-community” spanning five jurisdictions. Sustainable Racine began with a vision forum that engaged 3,000 citizens using open facilitated workshops at 24 community sites, then linked them and reached





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# THURSDAY, MAY 27

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**10:15 - 11:45 AM**

**CONCURRENT SESSIONS**

the whole community with an electronic town meeting. GIS analysis helped to graphically depict the issues and choices that emerged as a result of the process. These processes depend on a team of volunteers who have received a 40-hour professional training program on facilitation skills and involvement methods. A similar training is being planned on creating sustainability indicators.

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## **Columbia Plateau Ag Initiative and the Wilke Farm: Changing the Face of Farming**

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**Presenters:** Karl Arne and Chris Feise, U.S. EPA Region 10; Tom Platt, Lincoln County Cooperative Extension; and Ed Adams, Washington State University—Spokane

The Columbia Plateau Ag Initiative (CPAI) is a successful EPA program fostering interagency cooperation with local communities to address agricultural environmental issues in the Columbia Basin of Washington. EPA has used new community development skills to integrate and fund the work of local partners in five counties implementing innovative practices to solve environmental problems in irrigated and dryland farming systems. One project, the Wilke Farm, has brought a community together to change farming practices through no-till seeding systems and the elimination of fallow fields through annual cropping. EPA's participation helped increase community involvement in planning, demonstrating, and learning about these new farming practices. CPAI has fostered positive exchanges of ideas and knowledge between agricultural communities and EPA.

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## **Engaging the Enraged: Citizen Participation Redeemed**

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**Presenters:** Anne Perry Moore and Julie Swiler, Minnesota Pollution Control Agency

You've inherited a Superfund community involvement disaster. How do you turn it around? Learn how to convert angry, mistrustful citizens into a proactive, highly functioning team. Key elements include: employing constructive and thoughtful techniques, an about-face approach, taking community relations beyond merely fulfilling requirements, raising expectations, recruiting recognized technical experts and community leaders, one-on-one interviews within the community, employing visual listening tools, creating a technical subcommittee, adding an outside facilitator, and honoring local expectations and needs. The result—meaningful citizen involvement and quicker site remediation.

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## **Community Assessment Workshop Series**

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**Presenters:** Claudia Walters, Office of Research and Development; and Hank Topper, U.S. EPA, Office of Pollution, Prevention and Toxics

EPA's Office of Research and Development is holding a series of workshops to address "new directions" in EPA science. In this session, the information gathered during the first two workshops in the "Community Assessment" series will be presented to the audience for their reaction. The first workshop identified the questions the community is asking in assessing risk to the public from the environment. The second workshop evaluated methods currently in use for addressing risk questions raised in community assessments and highlighted areas where no satisfactory tools currently exist. The audience will be engaged to offer their ideas and experience on the information gathered and to make suggestions for future workshops.

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PLEASE JOIN US FOR  
LUNCH ON THURSDAY AT  
11:45. TICKETS ARE  
\$16 AND MUST BE  
PURCHASED BY NOON  
WEDNESDAY, MAY 26.  
TICKETS WILL BE  
AVAILABLE AT THE  
CONFERENCE  
REGISTRATION DESK.

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# THURSDAY, MAY 27

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**11:45 AM - 1:30 PM**

**PLENARY SESSION LUNCHEON**

**KEYNOTE:** "The Image Profile of an Effective Communicator: What's Your PIC?"

Ida Wiedel, Personally and Professionally Speaking

**Closing CEREMONIES**

**1:30 - 5:30 PM**

**OPTIONAL TRAINING/SITE TOUR**

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**Field Trip: Hillsdale Lake Community-Based Environmental Protection—An On-the-Ground Learning Experience**

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**Presenters:** Norm Crisp, U.S. EPA, Region 7; and Janet McRae, Hillsdale Water Quality Project

Face-to-face interaction facilitates the open discussion of topics important to making a locally initiated and led watershed planning project successful. This session will consist of a site tour of the Hillsdale Lake Water Quality Project area. The tour will provide participants with an opportunity to meet directly with watershed residents, project volunteers, project professional staff and EPA advisory staff. The project staff and watershed residents will discuss how institutional barriers have been approached and overcome; the frustrations of trying to develop long-term funding strategies and secure operating capital; and convince skeptical landowners and governmental entities of the project's benefits.

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**Media Relations Training**

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**Presenters:** Helen DuTeau, U.S. EPA, Office of Emergency and Remedial Response; and Bill Landis and Dale Armstrong, U.S. EPA Region 7

Every day, EPA employees across the country are put in the delicate situation of having to respond to a reporter's questions. This session is a dynamic and interactive workshop geared toward all EPA and other government employees who are responsible for conducting media interviews. This workshop will provide participants with the opportunity to practice interview skills using exercises.

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**Public Involvement with a Cross-Cultural Focus (PART 1 of 2)**

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**Presenter:** Rosemary Romero, Western Network

Working with the public can often be challenging for individuals within agencies. At best, communications are clear and projects are understood by the public. At worst, the public sees the agency as the enemy and efforts to resolve conflict and create understanding appear hopeless. This workshop will focus on developing public involvement skills for agency personnel working in cross-cultural settings.

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**Crisis Communications (PART 1 of 2)**

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**Presenters:** Ginny Narsete, U.S. EPA, Region 5; Ron Davison, Marasco Newton Group; Mark Mjones, U.S. EPA Office of Emergency and Remedial Response; Gene Maestas, U.S. Coast Guard; Dayna Gaut, TAPP Information Services; and Stephen Mikkelsen, Minnesota Pollution Control Agency

This course is designed to provide practical advice and real-world tools that can be used by CICs and other personnel charged with crisis communication responsibilities during response and remedial events. The course uses an interactive process to provide training on how to initiate crisis

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## Thursday, May 27

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**1:30 - 5:30 pm**

**Optional Training Sessions**

communication activities during the first 72 hours of an incident response and how to organize and implement a Joint Information Center to support the overall response effort. The information being provided applies to all types of Federal response efforts. Course instructors will provide real-world examples of crisis communications during actual incidents. The first half of the course consists of discussions and activities designed to teach basic crisis communication principles, structures, and processes. The second half of the course consists of an exercise in which participants can, in a collaborative manner, apply the lessons and concepts using realistic scenarios.

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## Friday, May 28

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**8:30 AM - 12:30 pm**

**Optional Training Sessions**

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### **Public Involvement with a Cross-Cultural Focus (Part 2 of 2)**

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**Presenter:** Rosemary Romero, Western Network

This is the second part of the training course. It continues discussions from the Thursday session. In order to get the most out of the training course you should plan to attend both sessions.

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### **Crisis Communications (Part 2 of 2)**

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**Presenters:** Ginny Narsete, U.S. EPA, Region 5; Ron Davison, Marasco Newton Group; Mark Mjones, U.S. EPA Office of Emergency and Remedial Response; Gene Maestas, U.S. Coast Guard; Dayna Gaut, TAPP Information Services; and Stephen Mikkelsen, Minnesota Pollution Control Agency

This is the second part of the training course. It continues discussions from the Thursday session. In order to get the most out of the training course you should plan to attend both sessions.

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## ACCOMMODATIONS

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The 1999 National Community Involvement Conference will be held on May 25-28, 1999, at the Crowne Plaza—Kansas City.

**Crowne Plaza—Kansas City**  
**4445 Main Street**  
**Kansas City, MO 64111**  
**(816) 531-3000**

### ROOM RESERVATIONS

The deadline for making reservations within the block of rooms allotted for the conference was May 2. If you did not make reservations, the hotel still may have rooms available at the government rate of \$85, tax inclusive. To make reservations, contact the hotel at (816) 531-3000 or (800) 2-CROWNE.

The Crowne Plaza—Kansas City is located one-and-a-half blocks north of the Country Club Plaza and minutes from the Westport historic district. The hotel is home to two restaurants, the Main Street Grill and the Lobby Bar. Numerous restaurants, shops, and nightclubs are within walking distance of the hotel.

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## GETTING THERE

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Transportation options between Kansas City International Airport (KCI) and the Crowne Plaza—Kansas City are provided below.

### Taxi

Taxi service is available to and from the airport and the Crowne Plaza—Kansas City. Approximate travel time is 30 minutes or more depending on traffic. Taxi service to and from the airport has a maximum fare. Pay the lesser of the meter or the zone rate (the hotel is located in the Westport/Plaza zone). The maximum fare to and from KCI and Westport/Plaza is \$39 one way.

Taxi Service from KCI: Phones for taxicabs are located both inside and outside the terminal at each baggage claim area and at other strategic locations outside the terminal exits. Rates vary, so check airport information displays.

Taxi Service from Hotel: Ask for a taxi at the hotel concierge desk.

### KCI Shuttle

The KCI Shuttle offers scheduled service between the airport and downtown hotels. Approximate travel time is 30-50 minutes depending on traffic. The fare is \$13 one way, \$22 round trip.

Shuttle Bus Service from KCI: Contact the KCI Shuttle office by dialing “5000” on any white courtesy phone located in the baggage claim area of your arrival terminal.

Shuttle Bus Service from Hotel: Make reservations with KCI Shuttle in advance by calling (816) 243-5000. You can also make arrangements for your return trip to the airport at the hotel concierge desk.

### RENTAL CAR

All major rental car companies offer service at KCI. Rental car facilities are either located at or near the airport. All car rental companies provide free shuttle bus transportation to their facilities.





## Driving DIRECTIONS

From KCI: Take I-29 South and merge onto I-35 South and continue to Southwest Trafficway. Go south to 43<sup>rd</sup> Street and turn left. Go to Main Street and turn right. The hotel is two blocks down on the left. Travel time is approximately 30 minutes.

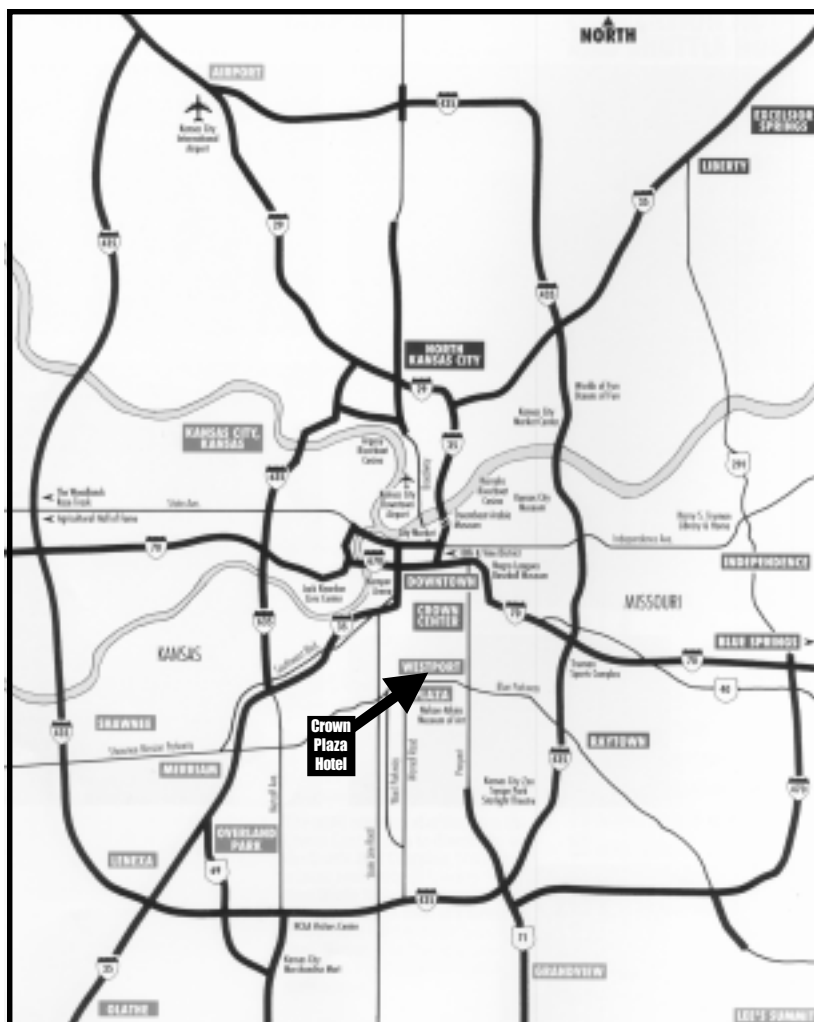
## About KANSAS City

Kansas City, founded in the 1800's as a major river port, is strategically located in the heart of the Midwest. Its metroplex spans the Kansas-Missouri state line, encompassing more than 1.7 million residents. Kansas City is known for its "cool" jazz, "hot" barbeque, and many public water fountains. It is said to be home to more fountains than any city in the world except Rome.

Areas of interest include the renewed riverfront, with shops, restaurants and the Steamboat Arabia Museum located in the River Market area. Also located in the riverfront area are a variety of riverboat casinos.

Known for its beautiful Spanish architecture and numerous fountains, the Country Club Plaza is a major shopping and dining attraction. Within walking distance of the Plaza is historic Westport, a renovated historic district with shops, restaurants, brew pubs and a lively nightlife. Minutes from Westport is Hallmark's Crown Center, home to live theatre, shops, restaurants and cinemas.

For more detailed information about Kansas City, several Internet home pages are available including [www.experiencekc.com](http://www.experiencekc.com) and [www.kansascity.com](http://www.kansascity.com)



## KANSAS City Map

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# EPA 1999 NATIONAL COMMUNITY INVOLVEMENT CONFERENCE PLANNING COMMITTEE MEMBERS

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## **REGION 1**

Stacey Johnson

## **REGION 3**

Hal Yates

## **REGION 5**

Mardi Klevs

Phyllis Reed

## **REGION 7**

Rowena Michaels

Dale Armstrong

Carlton Eley

Kathleen Fenton

Luetta Flournoy

Diane Huffman

Donna Sefton

Dick Sumpter

Hattie Thomas

## **REGION 10**

Andrea Lindsay

## **AMERICAN INDIAN ENVIRONMENTAL OFFICE**

Richard Regan

## **OFFICE OF ADMINISTRATION AND RESOURCE MANAGEMENT**

Beverly Gregory

## **OFFICE OF THE ADMINISTRATOR**

Kathleen Bailey

## **OFFICE OF CHILDREN'S HEALTH PROTECTION**

Liz Blackburn

Ted Coopwood

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Walter Brodtman

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Marsha Minter

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Mike McDonnell

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Tom Tillman

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Rochele Kadish

## **OFFICE OF RESEARCH AND DEVELOPMENT**

Claudia Walters

## **OFFICE OF SOLID WASTE**

Toshia King

Freya Margand

## **OFFICE OF SOLID WASTE AND EMERGENCY RESPONSE**

Fay Brake

Becky Brooks

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Jori Copeland

Lisa Kahn

Michael Kronthal

Mary Popkin

Patty Scott

Bill Shaklee

Charlotte White



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